

WorkLife Program Services

The characteristics of the traditional family have evolved such that dual earner and single parent families have become the norm. Often, employees find they have no other options but to take time to resolve personal life issues during the course of their workday. At times such as these, when employees struggle to strike a balance between the demands of professional, personal, and family responsibilities, their productivity, efficiency, and even their quality of life may decline.

Work/Life services help organizations improve employee efficiency and productivity because these services provide resources and information that help employees save time. Increasingly, Federal organizations are offering Work/Life services because they understand that these services provide an unparalleled solution to the complex needs of today's employees. In fact, Work/Life services are no longer viewed as merely a benefit option. Clearly, they have become a business imperative that supports employees, enhances productivity, and serves as a retention incentive.

Federal Occupational Health (FOH) has developed its Work/Life Program, *WorkLife4You*, specifically to provide support to Federal employees so that they may better manage their personal and family responsibilities, as well as resolve occasional personal challenges without sacrificing workplace efficiency. Whether they are new parents, part-time students, or caretakers for elderly relatives, in order to be successful, today's busy employees need more flexibility from employers than ever before. FOH's *WorkLife4You* Program offers a diverse range of options to help employees balance personal and workplace responsibilities, at every stage of life.

FOH's Work/Life Program offers confidential information, referrals to qualified resources, and consultation services. The Program provides information about a variety of topics including: adoption, becoming a parent, newborn and child care, college and technical schools, relocation, career development, financial planning, legal assistance, convenience services, retirement planning, elder care, and services for adults with disabilities and illnesses.

- More than 22 million families provide some kind of unpaid, informal elder care and 64% of caregivers in these families are employed full- or part-time. *Labor Project for Working Families, January 2000.*
- 84% make phone calls during office hours to accommodate the demands of caregiving. *The MetLife Juggling Act Study, 1999.*
- U.S. businesses lose \$11.4 to \$29 billion per year due to caregiving. *The MetLife Juggling Act Study, 1999.*
- 40% of people caring for elders also have child care responsibilities. *Labor Project for Working Families, January 2000.*
- 46% of employees either feel overworked and overwhelmed by the quantity of their work, or lack the time to step back and reflect on their work. *Families and Work Institute, 2002.*

The FOH *WorkLife4You* Program features:

WorkLife4You Services

Employees simply call a national toll-free telephone number and are connected with professional Work/Life Consultants who have expertise in child development, education, gerontology, and other areas. Consultants will answer questions, provide information, and identify appropriate local resources for callers based on their unique needs. The diverse services provided include locating, pre-screening, and confirming openings in day care and elder care centers.

Educational Resources

Employees who call the *WorkLife4You* Program receive customized educational and referral materials including information tips, evaluation checklists, and a list of suggested resources that are relevant to the employee's needs. Employees who visit the *WorkLife4You* website can download and print educational and resource materials. Employees receive customized educational materials and referral information within three to five days of a request.

WorkLife4You.Com Web-Based Services

Work/Life services are also available online via our private website, WorkLife4You.com. The website provides up-to-date educational resources, including the latest news, on a variety of subjects. By logging onto the website, employees can conduct their own search for resources, service providers, or programs such as nursery or special needs schools, adoption agencies, adult day care centers or skilled nursing facilities. Access to WorkLife4You.com is free and available at all times, day or night.

Integration of Services

FOH's Work/Life and Employee Assistance Programs (EAP) have been designed so that services may be integrated and accessed through a single toll-free telephone number. Professionally trained staff answers the telephone and offers callers the full range of EAP and Work/Life services.

For over half a century, FOH has delivered high quality occupational health services to Federal managers. FOH's knowledge of the Federal workplace, combined with strategic partnerships with professional health, environmental and safety organizations, enables FOH to help other Federal organizations maintain a safe and healthy workplace. FOH has created a team of professionals that is unparalleled in its ability to work within the Federal structure, yet remains as flexible and innovative as any private sector provider.

Through convenient interagency agreements, FOH's Clinical Services, Wellness/Fitness Programs, Environmental Health Services, and Employee Assistance and Work/Life Programs can provide your agency with a comprehensive occupational health program that saves you time and money. Our ability to customize services enables you to integrate components of our services with existing programs, enhancing their impact and ensuring that your agency meets its obligation to provide a safe and healthy workplace.

Make Federal Occupational Health your partner in building a healthier, more productive work force. For more information, please visit us at www.foh.dhhs.gov or call us today at **1-800-457-9808**.

Because you need a healthy work force. And we can help you build one.